

**DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES**



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Transportation Quality Assurance Review

Date of Review: April 9th 2008

**Agency: STAR Cab Company
Lewistown, MT 59457**

Conducted by: Mark Kluksdahl QIS Region III

Review Completed on: 4/29/08

Scope of Review

The purpose of this summary is to evaluate the quality of services provided to consumers with developmental disabilities by STAR Cab Company. Information was gathered through visiting with STAR Cab, gathering documentation prior to the review, and review of on-site records.

Transportation Service

STAR Cab Company provides transportation services to consumers with disabilities in Lewistown through a contract with the State of Montana Developmental Disabilities Program (DDP) funded through Title XIX Medicaid funds and the State of Montana General Fund. Star Cab Company is run by Kraig Kruger.

Areas of Review

- Documentation of valid drivers' licenses.
- Annual vehicle inspection reports and documentation of maintenance schedules.
- Documentation of drivers' training program.
These include:
 - Wheelchair tie downs

- Wheelchair lift
- Emergency supplies
- Fire extinguisher(s)
- Transportation Log -Training for staff for doing maintenance checks

Quality Assurance Review

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-Procedures for repairs and completing in a timely manner

Conclusion

During the review of STAR Cab Company the following items were discovered. QAOS sheet #1 indicates that ride logs are present but there are some inconsistencies in comparing them to the billing invoices. Therefore, STAR Cab has agreed to submit their ride logs and billing invoices to myself to compare both to make sure they are being billed correctly. This will occur for April, May, and June. QAOS sheet # 2 indicates that there are no emergency supplies located in there back up van. This needs to be corrected immediately. The issue of seatbelts was addressed in a letter dated 2/6/08. Kraig was able to assure me that his consumers are being seat belted in while riding in his van. The main van he uses needs a new transmission and Kraig has indicated he will fix it when he knows the outcome of his transportation contract for the next fiscal year. He is currently using a back up van to provide transportation to the consumers in Lewistown. I am very pleased to see the implementation of ride logs, maintenance checks, and driver's licenses are current and valid. Kraig was able to give me the drivers training records for STAR Cab drivers as well. The PSC license was current and available. I would like to thank you for your time and cooperation DDP looks forward to continuing STAR Cab Company in the future.

cc: Tim Plaska, DDP Bureau Chief
John Zeeck, DDP
Suzn Gehring, Regional Manager